



State of New Hampshire

Department of Safety
Division of Emergency Services
Bureau of Emergency Communications
James H. Hayes Safety Building
33 Hazen Drive, Room 105
Concord, New Hampshire 03305



Richard M. Flynn
Commissioner

Director Bruce G. Cheney, ENP
Bureau Chief

Earl M. Sweeney
Assistant Commissioner

Peter A. DeNutte, ENP
Assistant Director

Enhanced 9-1-1

Commission Members:

ENHANCED 9-1-1 COMMISSION MINUTES FRIDAY, December 19, 2003

Chairman
Chief Douglas Aiken
NH Assoc. of Fire Chiefs

Vice-Chair
Sheriff James D. Linchan
NH Sheriff's Association

Secretary
William Wood
NH Division of EMS

Kathryn Bailey
NH Public Utilities Comm.

Marc Violette
NH Telephone Association

Jill Healey Wurm
Verizon

David Caron
NH Municipal Association

Lieutenant George Valliere
NH Police Officer

Colonel Frederick Booth
NH Dept. of Safety

Richard Bernard
Public Member

David Lang
NH Firefighter

James Valiquet
NH Assoc. of Police Chiefs

Commissioner Donald Hill
Administrative Services

Paul Szoc
NH Federation of Mutual Aids

Vacant

Representative Wireless Telephone Providers

PRESENT:

Douglas Aiken, Chairman
William Wood, Secretary
Richard Bernard
George Valliere
Jill Healey Wurm
Paul Szoc
Kathryn Bailey
James Valiquet

ABSENT:

David Lang
Donald Hill
Mark Violette
James Linehan, Vice Chair
David Caron
Frederick Booth

OBSERVERS: Bruce G. Cheney, ENP

Peter A. DeNutte, ENP
Richard Fowler
John Eon
John Letson
Sean Goodwin
Stephen L'Heureux
Leland Willette
Jack O'Connor
Wanda Hemeon
Patricia Magoon
Amanda Sevin

NH Association of Fire Chiefs

NH Bureau of EMS

Public Member

NH Police Officer

Verizon

NH Federation of Mutual Aids

NH Public Utilities Commission

NH Association of Police Chiefs

NH Firefighters

Commissioner, Dept. of Admin. Svs.

MCT Telecom

NH Sheriff's Association

NH Municipal Association

NH Department of Safety

Executive Director, NHBEC

Assistant Director, NHBEC

Operations Supervisor, NHBEC

Verizon

Supervisor I, NHBEC

Engineering Tech V., NHBEC

EMD Supervisor, NHBEC

TDS Telecom

Public Education Officer, NHBEC

Information Representative, NHBEC

Audit Supervisor, NHBEC

Administrative Secretary, NHBEC

Enhanced 9-1-1 Commission Minutes

The meeting was called to order by Chairman Doug Aiken at 11:12a.m.

Chairman Aiken welcomed Department of Safety Assistant Commissioner Earl Sweeney to the meeting.

1. Chairman Aiken called for a motion to approve the minutes of September 26, 2003. Commissioner Bernard motioned to approve the minutes and was seconded by Commissioner Wood. The minutes were approved unanimously.

OLD BUSINESS

2.A. Report of the FY04 Budget

- a. Patricia Magoon, Audit Supervisor II, explained the September and October class 060 expenses. She explained that the September Blue Choice payment was submitted late in the month and was paid in October.
- b. Ms. Magoon updated the Commission on the Audit of the Emergency Communications section. She explained that all information requested by Mr. Lon Sevigny, CPA from the Office of Legislative Budget Assistant, Audit Division, was submitted. Mr. Sevigny requested samples of A15 Deposits and IFS reports used for reconciliation in FY03. The audit testing will be completed by the end of December and a final report will be submitted to the Fiscal Committee by March or April. Mr. Sevigny explained to Ms. Magoon that his office is looking for procedures the Emergency Communications Section uses for checks and balances of expenses and revenue. Ms. Magoon reported that Mr. Sevigny feels the audit "looks good" and he "did not find anything out of the ordinary".

Major Booth arrived at 11:30 a.m.

2.B. Report on FY04 Surcharge receipts

- a. Ms. Magoon gave the commissioners surcharge reports comparing July, August and September totals for FY03 and FY04. She explained that the average totals for July, August and September of FY03 was \$539,680 and the average in FY04 is \$617,652, a difference of \$77,972. The projected revenue for FY04 is \$7,411,824.
- b. Ms. Magoon stated that a deposit for \$159,827.87, which covers October and November payments, is being processed.

c. Ms. Magoon stated that the missing September and November 2002 payments have been received and accounted for in November 2003. The payments were inadvertently overlooked and she received an apology from the telephone company.

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d. Director Bruce G. Cheney explained that the Emergency Communications Section is on target for FY04. He added that about \$300,000.00 is needed to cover Verizon bills to the end of the year, but that once a contract is signed and the database is taken over, the Verizon bills will be reduced by about \$30,000 per month.

e. Director Cheney stated that a bill was received from TDS for roughly \$600,000. This is the next scheduled payment for TDS. He explained that this money will come out of non-lapsed funds assuming it is approved by the Fiscal Committee. The Director added that with the new Emergency Operations Center being constructed the Commission needs to make a decision before spring regarding refurbishing the Concord facility. Commissioner Jill Wurm asked about increased cost to the agency if the Concord facility is not refurbished. Director Cheney explained that in the long run it would be less expensive to wait and install the new TDS equipment in the EOC when it is complete.

2.C. Report on Mapping/Addressing

a. Sean Goodwin, Engineering Technician V, provided the Commissioners with an updated progress map. He explained that the red boxes on the map indicate a status change. The yellow boxes indicate previously completed towns which have been provided with updated map sets. Not included on the map are three towns that have received address conversion packets and are pending acceptance. Mr. Goodwin explained that the Mapping Unit closes out the year providing over 1200 new address assignments to previously completed towns. Sixteen communities have received road maps and were asked to identify and hopefully rename streets. Claremont voted to rename 100 streets and Holderness is in the process of renaming ten streets. The Mapping Unit provides towns that have renamed streets with a street index for local emergency services to use as a reference.

b. Director Cheney explained that as part of the merge with the Department of Safety and the Bureau of Emergency Management, the Emergency Communications Section is working with the Department of Health and Human Services (DHHS) to address mapping services in tracking disease-related issues. In return, DHHS may be assisting with funding to upgrade mapping software to ESRI.

2.D. Report on Phase I & II

- a. Assistant Director, Peter DeNutte reported that on August 14, 2003 all cellular companies were notified that Enhanced 9-1-1 was Phase II ready. Within six months from the date of receipt of the letter the cellular companies are required to be Phase II compliant. Mr. DeNutte reported that all cellular companies are Phase I compliant and on November 17, 2003, Nextel became Phase II compliant.

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Assistant Commissioner Earl Sweeney left at 11:45 a.m.

At this time, Mr. DeNutte reports that there is no time frame for Phase III compliance.

2.E. Report on PSAP Operations

- a. Richard Fowler, Operations Supervisor, reported that the PSAP is doing well. During recent inclement weather the PSAP averaged about 1900 calls.
- b. Mr. Fowler updated the Commission on the status of the seacoast hospitals diversion project. Clarification was made that 9-1-1 does not determine the type or length of hospital diversions. Commissioner Wood stated that the seacoast participants have been very complimentary of the PSAP's role in the diversion project.
- c. Mr. Fowler explained that during a regular 24 hour day, there are an average of twelve Telecommunicators staffed during the first and second shifts and an average of seven during third shift. During special events or inclement weather conditions, the PSAP is staffed to capacity, or nineteen Telecommunicators.

2.F. Report on EMD

- a. Steve L'Heureux, EMD Case Reviewer II, explained that as of the end of October, the PSAP maintained a high level of protocol compliance. Mr. L'Heureux also explained that as of the end of October, call reviews have been put on hold due to the resignation of both the EMD Supervisor, Bobby Silvestriadis, and Telecommunicator Anastasia Lennon. Mr. L'Heureux and other staff are actively pursuing hiring a new EMD Supervisor.

2.G. Status of Training

- a. Mike Geary, Training Manager, explained that five new Telecommunicators have recently been hired and training will begin on January 5.

- b. The Training Unit received a request from the Hillsborough Police Chief for assistance with hiring local dispatch center personnel. Mr. Geary believes this is a complement to the agency's hiring/training efforts
- c. Mr. Geary has been working with the Director and the Commissioner's Office on reports required by the Governor's office.
- d. Mr. Geary recently met with the Coast Guard and others regarding security of New Hampshire's ports and at what terrorism level ships would or would not be allowed to dock.
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- e. Mr. Geary reiterated Mr. L'Heureux's previous report that EMD case review staff will be hired shortly.

2.H. Status of Public Education

- a. Jack O'Connor, Public Education and Training Officer, stated that feedback from the public continues to be great. He and his staff continue to make appearances at fairs, schools, local fire departments and continue tours of the facility. Director Cheney added that Mr. O'Connor and Jim VanDongen, Public Affairs Manager from Emergency Management, will be making dual presentations at many future events.

2.I. Status of Public Relations

- a. Wanda Hemeon, Informational Representative, explained that the next newsletter will be combined with Emergency Management and has a tentative mail date of January. Ms. Hemeon and Mr. VanDongen are currently combining their mailing databases.
- b. Ms. Hemeon provided the Commissioners with a copy of the minutes and agenda from the most recent Emergency Interpreter Referral System meeting. She explained that EIRS is still looking to 9-1-1 for funding. Commissioner Wood commented that there have been incidents (not involving 9-1-1 procedures) where emergency interpreter services have not been utilized appropriately.
- c. Ms. Hemeon explained that House Bill 138 relative to interpreters has been referred for interim study for the 2004 session.

Major Booth left at 12:05 p.m.

3. Contractor's Report

3.A. Verizon

- a. John Eon, Verizon E-911 Service Manager, introduced himself to the Commission and explained that Jack DiPesa has retired from Verizon.
- b. Mr. Eon explained that the Blue Hill and Burlington databases were updated to release 20.0.1 on October 2. This release has enhancements for Phase II.
- c. Mr. Eon explained that Manchester, Plaistow and Nashua all received switch or retrofits in October and November.

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- d. Mr. Eon reported that there have been no diversity violations since the last meeting and no major failures of E9-1-1.

Major Booth returned at 12:10 p.m.

3.B. TDS

- a. Lee Willette, TDS Technical Support Manager, explained that he has been in contact with Mr. DeNutte and Director Cheney regarding payment. The bill will cover equipment already installed in Laconia as well as equipment stored for the Concord site. Mr. Willette also explained that warranty provisions will not be affected by the delay.
- b. Mr. Willette advised that TDS equipment for the Concord PSAP could be held for install in the planned state Emergency Operations Center (EOC) by the Fire Academy in Concord. This would standardize the equipment at both Concord and Laconia PSAPs.

4. Correspondence

4.A. New London Police Department Commendation

- a. Commissioners received a copy of the New London letter.

4.B. Cheshire County Sheriff Commendation

- a. Commissioners received a copy of the Cheshire County letter.

5. New Business

5.A. Discuss Progress on Database Development

a. Mr. DeNutte explained that the Database Maintenance Unit is waiting for a Verizon contract, but they continue to work on the database internally. The records need to be current and uniform in order to convert to the NENA II format. The independent telephone companies are cooperating with the Database personnel and with Verizon's cooperation a smooth transition is anticipated.

5.B. Discuss "Cost Recovery" Cost Projections

a. Director Cheney explained that since the last meeting phone companies have stopped asking about cost recovery. Mr. DeNutte stated that Verizon bills for cost recovery have ceased.

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Commissioner Booth left at 12:25 p.m.

5.C. Discuss Separate Wireless Surcharge

a. John Letson, Administrative Supervisor, provided the Commission with a Wireless 9-1-1 report. The report outlines the difference between wired and wireless 9-1-1 calls. The conclusion of the report supports a higher, separate 9-1-1 surcharge due to the fact that, on average, wireless 9-1-1 calls are longer in duration than wired calls and subsequently force Telecommunicators into a "basic" 9-1-1 mode; all cell calls have a potential of being disconnected, therefore, more location information is initially needed from the caller.

Commissioner Booth returned at 12:30 p.m.

Surcharge discussion continued for the duration of the meeting. No decisions were made.

6. Adjournment

a. The next Enhanced 9-1-1 Commission meeting is scheduled for Friday, January 30, 2004 at 11:00 a.m. in Concord. The Commission agreed to tentatively schedule the remaining meetings for April 30, July 30 and October 29.

b. Chairman Aiken called for a motion to adjourn. Commissioner Bernard motioned to adjourn and was seconded by Commissioner Valliere. The Commission voted unanimously to adjourn the meeting at 1:05 p.m.

Secretary
Commission

William Wood,
Enhanced 9-1-1